WEST Search History

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DATE: Tuesday, September 28, 2004

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☐	L3	((service adj level adj agreement) or SLA) near8 (allocate or allocation) near8 resource	44
☐	L2	((service adj level adj agreement) or SLA) near8 (measure or measurement) near8 event near5 (track or tracking or monitor or monitoring)	0
☐	L1	((service adj level adj agreement) or SLA) near8 (measure or measurement) near8 event	5

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L1: Entry 4 of 5 File: USPT Mar 9, 2004

DOCUMENT-IDENTIFIER: US 6704289 B1
TITLE: Method for monitoring service availability and maintaining customer bandwidth in a connectionless (IP) data network

Abstract Text (1):
Unavailable customer bandwidth in a connectionless IP network (100) is determined by first measuring network accessibility and network continuity (in Defects Per Million) via an accessibility measurement instrumentation device (202) and a continuity measurement instrumentation device (204). The accessibility and continuity measurements are combined via a mechanism (206) to yield a service unavailability measure that is then compared to a threshold value, representing the applicable customer unavailable bandwidth specified under an service level agreement specification (210). If the actual service unavailability exceeds the allowable unavailable customer bandwidth under the service level agreement, then an event correlation device (212) will correlate the service unavailability measure with network fault and performance alarm information from network alarms (216) to establish a root cause. Once the route cause is established, a trouble ticket system (218) generates a trouble ticket to facilitate network restoration.

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